

Dear New Patient,

Welcome to Kai Wellness, your Center for Integrative Medicine Services. We are honored and delighted that you have chosen us as your health and wellness providers. We offer a proven blend of ancient Yogic Arts and Chinese Medicine practices with cutting edge modern advancements in Functional Medicine, and are committed to providing comprehensive, compassionate and effective care. We look forward to partnering with you to address your health and wellness needs.

This welcome letter was prepared to acquaint you with the office practices and policies of Kai Wellness and answer questions you may have regarding our practice.

The provider-patient relationship requires both cooperation and mutual trust. We will strive to provide you with the best possible medical and wellness care, and ask that you participate in this effort to the best of your ability.

### **Treatment Philosophy:**

When you receive care at Kai Wellness, expect to be welcomed as you are. You will have access to the appropriate therapeutics based on your unique condition and goals. We offer gentle techniques, a conscientious approach, effective treatment and the highest standard of care.

We focus on you as a whole person and emphasize preventive care as a means to ensure you are living to your optimal quality of life. Preventing disease before it starts is critical to helping people live longer, healthier lives. Expect to address your primary goals, develop a deeper understanding of your body, mind, emotions and situation and take with you information, guidance and a sense of

ease about what you can continue to do to reach your optimal health and sustain a life of wholeness.

Acupuncture, Yoga and Chinese Herbal Medicine are wonderful complements to Western medicine, but are not a substitute for it. Although a licensed acupuncturist is a primary care provider in California, if you think you have a serious, undiagnosed problem you may be referred to an M.D. We do provide complementary care for conditions that require a physician's attention – for instance, we often treat patients for the side-effects of chemotherapy.

### **What to Expect:**

During the initial intake you will be asked many questions, some related specifically to your concern and others seemingly unrelated. Traditional Chinese Medicine and Functional Medicine requires the entire person be taken into consideration so that we can identify and address all factors contributing to the condition or disease. In this way, we treat the whole person to obtain maximum results, not just the symptom.

A doctor's treatment or medication is only part of the program to keep you in good health. Medical advice is always given for your benefit, and your cooperation is essential. As with any medical treatment, healing is a process. Certain conditions may take time and are influenced by many factors. Changes to your condition can happen faster than anticipated, so enjoy them! Depending on your unique response, we may adjust your treatment plan as we proceed.

As conditions improve, most people switch from acute/chronic care to preventive treatment. The ultimate goal of preventive treatment is to ensure quality of life and longevity – you will be advised as to the best dietary, lifestyle and treatment regimen to stay healthy and facilitate wellness in all areas of your life.

## **Acupuncture:**

Many new patients want to know what to expect during acupuncture treatment. With the insertion of needles you may feel certain sensations, some of which may be pleasant and others mildly uncomfortable. You may feel a dull ache, tingling sensation local to the needle or elsewhere in your body, a sensation of fullness, energy moving through the body, relaxation or a sense of tightness. That is all normal. After the treatment you may feel grounded, relaxed, and possibly “spacey”. That is also normal with acupuncture.

**What to Do:** Ask questions whenever you don’t understand your treatment or medical advice.

Always report any problems you have with medications, herbs, or other treatment. Different people react differently to the same treatment or drugs. It is possible for us to properly manage your care only if you tell us about difficulties you are having, or if medications are not effective or causing you discomfort.

Keep notes following treatment. Remember to keep good mental or written notes as to the response of your treatment. This is important information for you to recognize progress and for you to communicate to your practitioner for optimum treatment strategy and for the practitioner to know if any adjustments must be made to your treatment plan.

## **Tips for Your Treatment:**

Out of consideration for others and to get the most out of your treatment, please completely turn off your cell phones or put them on Airplane Mode.

Wear comfortable, loose-fitting clothing that can be easily rolled up above your elbows and knees. Also, you may need to expose your abdomen, so avoid one-piece suits or dresses.

Be sure you have eaten at least a light meal within a few hours of your appointment, and avoid overeating immediately prior to treatment.

Avoid alcohol the day of your treatment.

Drink plenty of water to stay well-hydrated after your appointment.

For best results, avoid strenuous activity immediately following a treatment. Set aside enough time so that you are not rushing to and from your visit.

Keep a positive attitude and EXPECT positive results. As we follow through on your treatment plan, look for signs of improvement and take encouragement from them. Build an attitude that expects positive results and know that profound healing is possible. Your belief and expectation has an incredibly strong influence on your body, and is a key factor in healing.

**Payment Policy:** Full payment is due at time of service. Accepted forms of payment are cash, check and credit card (Visa, Mastercard and American Express).

**Cancellation Policy:** Please provide a minimum of 24 hours notice in case you need to cancel or reschedule an appointment. In case of last minute cancellation or missed appointment, you are responsible for the full price of the appointment.

**Refund Policy:** All services, supplements and herbs are non-refundable. No refunds will be provided for the full or partial price for any unused services, packages or gift certificates purchased.

**Insurance:** Kai Wellness is a preferred provider for Blue Shield of California. Other insurance policies are not directly billed at this time. However, we are happy to provide you with a Superbill, which you may submit to your insurance company for possible reimbursement.

Thank you once again for selecting Kai Wellness for your care.

Should you have any specific questions that have not been answered, please do not hesitate to ask. We look forward to serving your health and wellness needs.

Welcome to Kai Wellness!